

KINGSTON ADULT EDUCATION REFUNDS POLICY

Learners should bear in mind before they pay (or authorise credit/debit card payment) that fee payments are non-refundable. Refunds are never given except in the following circumstances:

If a Learner wishes to withdraw and the request is received in writing at least 10 working days before the class is due to start.	<ul style="list-style-type: none"> • Full refund less £12 administration charge
If the course is cancelled before it starts or within the first half term (this sometimes happens if insufficient Learners enrol)	<ul style="list-style-type: none"> • Full refund for accredited courses • Non-accredited courses – part refund on a pro-rata basis depending on the number of sessions that have taken place. • If possible Learners will be offered a transfer to another appropriate course or the option of a shorter course for the same fee.
If a class is closed because a complaint is up-held.	<ul style="list-style-type: none"> • Full refund
If the course starts but is closed at a later stage because of unforeseen circumstances	<ul style="list-style-type: none"> • Part refund on a pro-rata basis depending on the number of sessions that have taken place. Only payable if the Learner is still attending the class when the decision is made.
If a Learner is given inappropriate information and as a result has enrolled on a course which the tutor agrees is inappropriate in terms of content or level. Such requests must be made within the first half term. (1)	<ul style="list-style-type: none"> • Full refund or credit note (2)
If the Learner is unable to start or complete a course for medical reasons	<ul style="list-style-type: none"> • Providing a medical certificate is produced a refund will be given for the remainder of the course from the time the Area Administration team are notified onwards. The refund will incur a £12 administration fee.
In exceptional circumstances the Area Admin Officers may award a refund or credit note. All applications must be made in writing and are totally at the discretion of KAE.	<ul style="list-style-type: none"> • Partial refund or credit note (2)

1) If a student is given information/advice which is not followed and as a result decided that the course is inappropriate, no refund will be given.

2) Credit note can be used for any other KAE course starting within 12 months.

General Notes

- Where payment was made by credit/debit card, any refund will be as a credit to the relevant credit/debit card.
- It is recommended that Learners do not purchase materials/equipment prior to the start of the course, as KAE is unable to offer refunds for such items if the class is subsequently closed.
- When applied, the £12 administration fee is applicable for **each course** requiring a refund